Mayor's Office of Human Rights and Equity

City of New Orleans

Contents

Mission and Core Values

Status Quo

Mission	Vision
We will work to advance human rights as defined by the United Nation's Universal Declaration, embed equitable practices in governance, and facilitate the enforcement of the City's anti-discrimination laws.	We are committed to the creation of a nationally renowned municipal human rights organization, drastically improving the daily lived experiences of all of our residents while creating a citywide culture that upholds human rights and dignity.

Mission and Core Values

- **Scope**
  - **Intentional:** We are thoughtful, resourceful, and creative. Be polished, professional and tidy.
  - **Solutions oriented:** We focus on the future, how to improve or do better, not assigning fault or blame
  - **Collaborative:** We actively work to break down silos, and engage with coworkers, residents and private and philanthropic partners to create solutions.
  - **Holistic:** We solve problems by taking into account the whole picture around a person or an issue to create real, sustainable change. People are dynamic, and multi-dimensional, and so are the issues they face.
  - **People-centric:** We take care of one another, and give people fair opportunities to succeed. We build systems that are user-experience oriented, so that it is easier to interact with government.

- Improvement/Why It Matters
  - By working closely and directly with the community, emphasizing transparency, measuring the services we deliver, and meeting our goals, we will see change and growth for all residents in the City of New Orleans.
  - These core values direct the Administration's response to a diverse portfolio of human rights concerns ranging from addressing racial and income inequality, assisting our immigrant communities and speaking out against injustice.
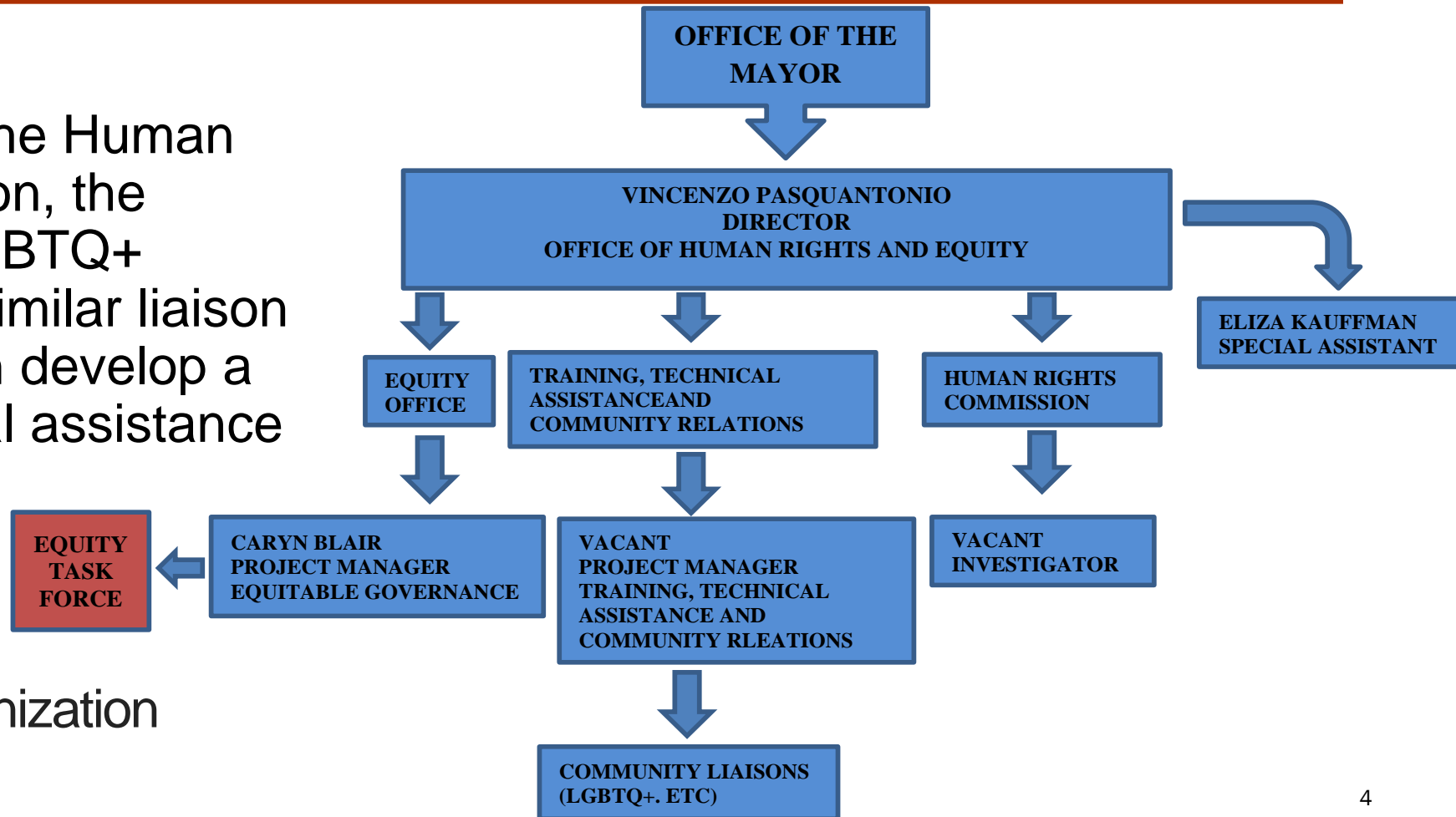
Executive Order

On March 20, 2019, Mayor Cantrell signed Executive Order LC 19-01 creating the Office of Human Rights and Equity.

- Status Quo
  - The OHRE houses the Human Relations Commission, the Equity Office, the LGBTQ+ Liaison (and future similar liaison offices) and will soon develop a training and technical assistance capacity.

- Scope
  - OHRE proposed organization structure

OFFICE OF THE MAYOR

VINCENZO PASQUANTONIO DIRECTOR OFFICE OF HUMAN RIGHTS AND EQUITY

ELIZA KAUFFMAN SPECIAL ASSISTANT

EQUITY OFFICE

TRAINING, TECHNICAL ASSISTANCEAND COMMUNITY RELATIONS

HUMAN RIGHTS COMMISSION

EQUITY TASK FORCE

CARYN BLAIR PROJECT MANAGER EQUITABLE GOVERNANCE

VACANT PROJECT MANAGER TRAINING, TECHNICAL ASSISTANCE AND COMMUNITY RLEATIONS

VACANT INVESTIGATOR

COMMUNITY LIAISONS (LGBTQ+. ETC)

Executive Order

- **Improvement/Why It Matters**
  - The Office of Human Rights and Equity seeks to create a coordinated and cross-departmental strategy to promoting access, equity and inclusion to marginalized residents in a meaningful way.

Promoting Human Rights

Last year, the Human Relations Commission has worked closely with our Communications Department to use the power and visibility of the Mayor's Office to give voice to the voiceless and call attention to issues that often go overlooked

- Scope
  - **LGBTQ+ Taskforce:** A group of seven members appointed by the Mayor have been creating policy recommendations that fall under the executive's authority to address disparities of race and gender identity within the LGBTQ+ community.
  - **Welcoming City Index:** Our City scored in the top 20 (No. 17 overall) and received a badge of recognition from New American Economy for its overall level of integration and inclusiveness for members of its immigrant community.
  - **HIV de-stigmatization:** The Mayor is committed to decreasing stigma of HIV, as demonstrated in the "Undetectable=Untransmittable" (or U=U) statement publicly released. Our office has partnered with the New Orleans Health Department, City-based providers, and state partners on strategies to increase access to care and decrease stigmatization around HIV.
  - **Language Access Planning:** Our office is assessing, developing, and improving language access materials across city departments and services and is helping to coordinate Citywide language access strategies.

- **Improvement/Why It Matters**
  - Initiatives of this sort are vital for giving voice to issues that have been overlooked before.
  - We are working to create a City where human rights are front and center. We will be a resource to our residents and our City's leaders and a source of substantive policy action.

Embedding Equity

- Status Quo
  - In the prior administration, the Kellogg Foundation awarded $450,000 to the City of New Orleans to embed equitable practices in City Hall. The Commission worked with the Kellogg Foundation to amend the grant agreement in a manner that saves the City additional funds and provides the resources needed to create a strong local human rights office in accordance with international best practices.
- Scope
  - **Under the OHRE,** the Equity Office will ask every department in City Hall to develop individual Equity Plans, tailored specifically to the needs and scope of each office. These plans will identify disparities within the purview of these departments and propose meaningful measures that seek to address these disparities. Equity Plans will be results-driven and our office will work with the Office of Performance and Accountability to tie benchmarks and performance measurements into any proposed interventions.
- **Improvement/Why It Matters**
  - We are measuring the impacts of all interventions to ensure we are delivering the best to all of our people. By understanding and owning where the City has come from, we will move forward with more equitable systems as interventions are implemented and monitored.

Enforcement

From the beginning of Mayor Cantrell's first year, our office identified several challenges related to the Human Relations Commission's enforcement capabilities

- Status Quo
  - The Commission decided to address the issue head-on. We worked with the State Commission on Human Rights to create an interim framework that provides meaningful recourse to residents who face discrimination.
  - In 2019, we will work with the Law Department and the New Orleans City Council to resolve these outstanding legal issues.

- Scope
  - *Total complaints received from Jan. 1-May 7, 2018:* **1**
  - *Total complaints received from May 7-April 15, 2019:* **27**
  - Based on a review of hard-copy files (before the new Data Collection Tool was implemented), the Commission received one external complaint alleging discrimination based on national origin.
  - Since the change in Administration and implementation of our new Data Collection Tool, the Commission has received and recorded 27 complaints. Race was the highest reported protected class in complaints made to our office, followed by gender identity.
  - A case report was included in our Annual Report and made public through the Office of Human Rights and Equity's website.
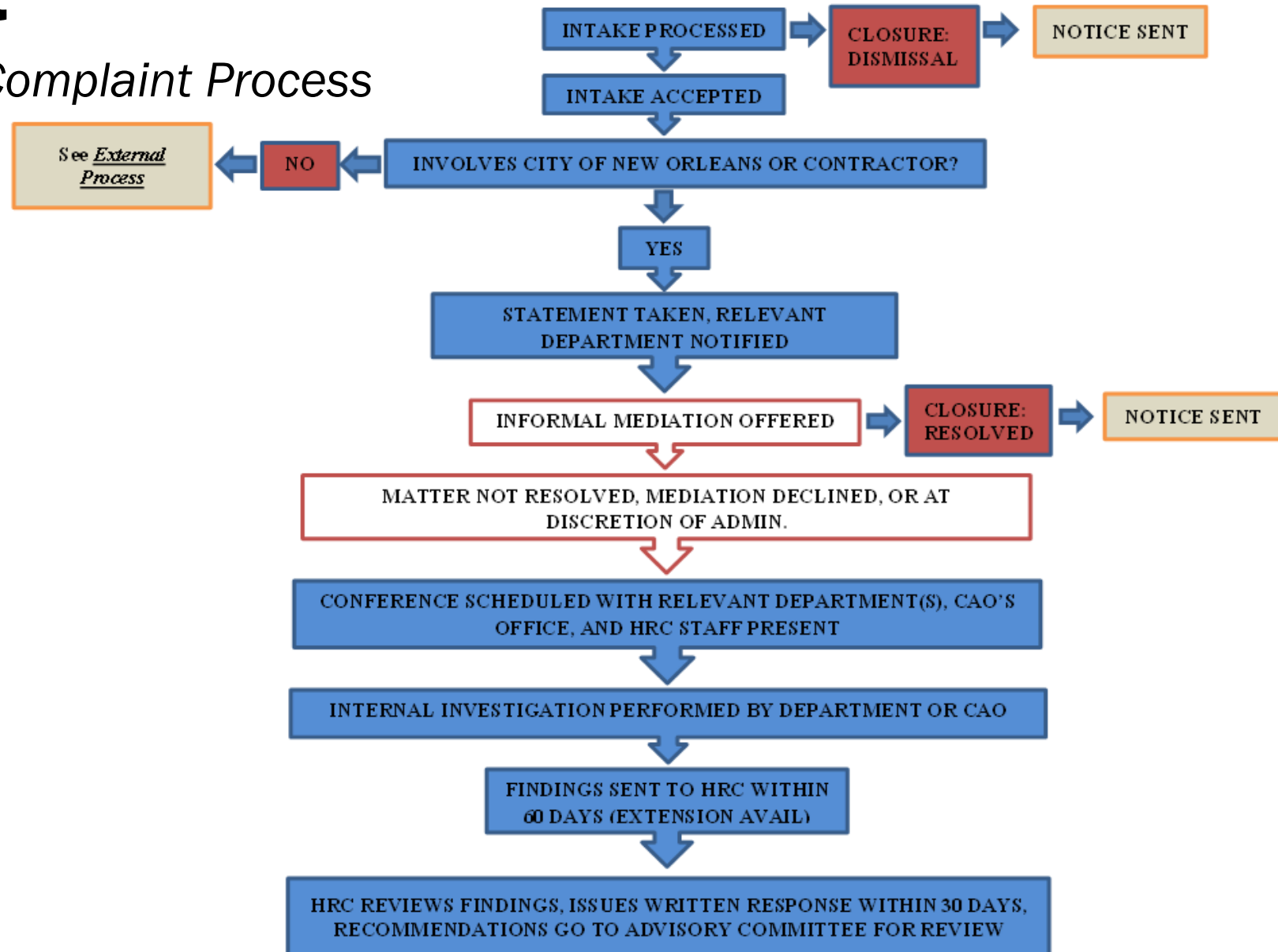
Enforcement

Interim External Complaint Process
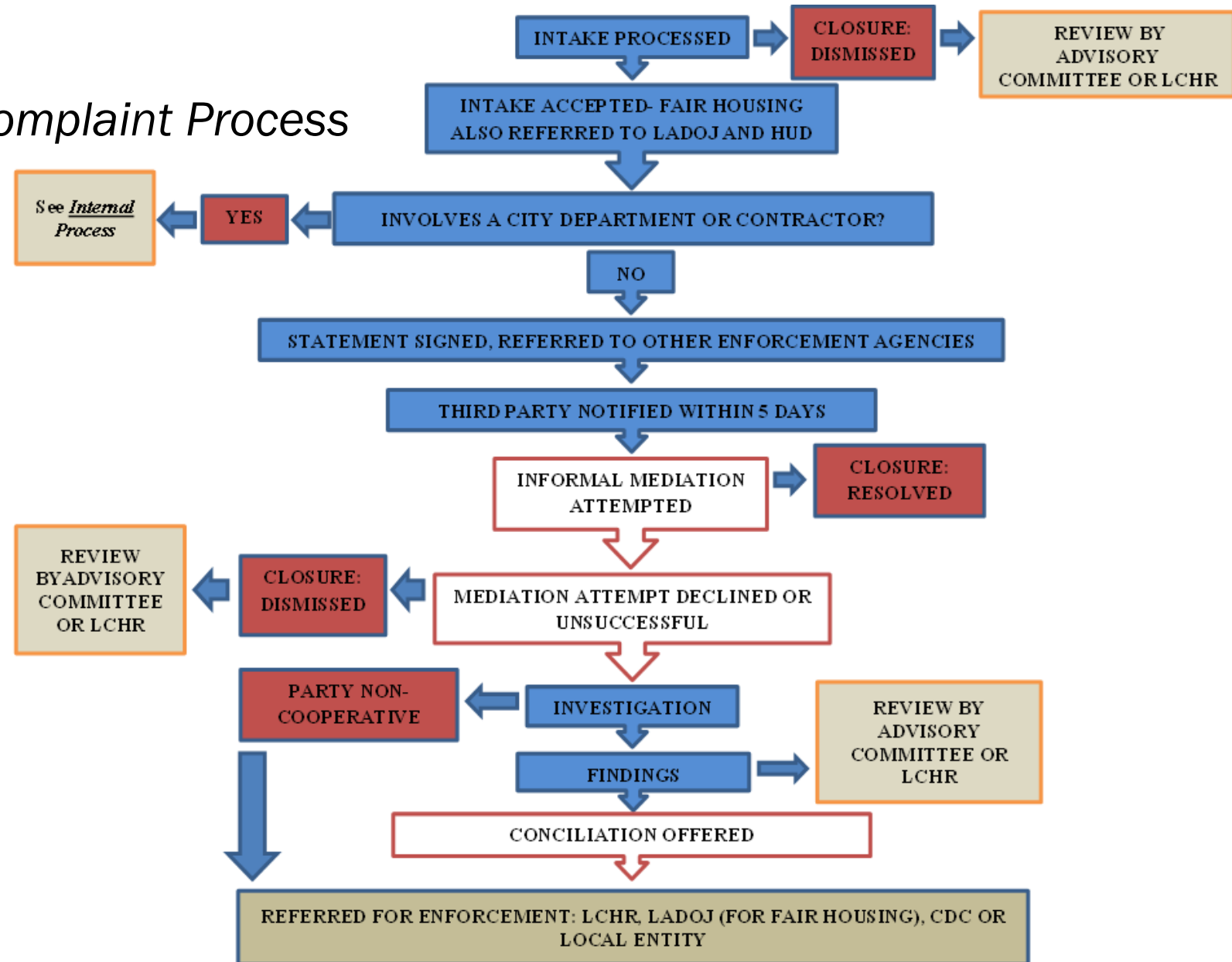
Enforcement

Interim Internal Complaint Process

Enforcement

- **Improvement/Why It Matters**
  - The Human Relations Commission, under the Office of Human Rights and Equity are committed to rendering all possible enforcement mechanisms outlined for a local human rights commission.
  - The Commission will continue to work on improving community relations and assisting with concerns.